Department of Medical Assistance Services
600 East Broad Street
Suite 1300
Richmond, VA 23219

https://dmas.virginia.gov

MEDICAID MEMO

Last Updated: 03/09/2022

Transition of City of Richmond DSS Foster Care Children to Managed Care — Effective December 1, 2011

It is critical to the short and long-term well-being of children in foster care that they experience care that is patient-centered and well coordinated. This care coordination does not exist in the fee-for-service delivery system, which has been the only health care delivery model for Virginia's children in foster care.

In 2011, the General Assembly formally endorsed a pilot project with the City of Richmond Department of Social Services to meet the health care needs of children in foster care through the managed care delivery system. Item 297 MMMM1.b. of the 2011 Appropriations Act required the Department to
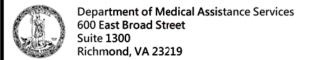
> *allow on a pilot basis, foster care children, under the custody of the City of Richmond Department of Social Services, to be enrolled in Medicaid managed care (Medallion II).*

Effective December 1, 2011, foster care children under the custody of the City of Richmond Department of Social Services shall access and receive medically necessary Medicaid services via one of the four available managed care organizations (MCOs): Anthem HealthKeepers Plus offered by HealthKeepers, Inc, Optima Family Care, Southern Health CareNet, or Virginia Premier Health Plan.

The Richmond Foster Care Program <u>includes</u>

- Foster care children under the custody of the City of Richmond Department of Social Services, regardless of where they are placed, and who are not in residential treatment centers
- Non-custodial children who are receiving foster care service, who are not in residential treatment centers
- Minor children of eligible foster care children

The Richmond Foster Care Program does <u>not include</u>

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- Children in Adoption Assistance
- Children not under the custody of the City of Richmond Department of Social Services but who live in a foster care home in the City. Example: foster care child living in City of Richmond but under the custody of the DSS of another jurisdiction
- Children placed in residential treatment centers
- Undocumented minors

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The Department of Medical Assistance Services (DMAS) staff from various divisions have been working collaboratively with the Richmond Department of Social Services (RDSS) and four of the Medicaid contracted MCOs since 2010 to plan and implement the pilot project to ensure a smooth transition. As of October 2011, 221 children were participating in the pilot project. An evaluation of the pilot will determine if this delivery system is the best way to provide care to children in foster care throughout the state.

The addition of Richmond City foster care children to managed care means they will no longer be covered under the fee-for-service program as of November 30, 2011. Certain services, however, will still be carved out of managed care and obtained through fee-for-service such as dental and community mental health rehab services.

Virginia Medicaid providers who provide services to the City of Richmond foster care children and are not currently contracted under managed care are strongly encouraged to contract with one or all of the MCOs. This will allow you to continue serving your foster care population. It will be helpful to your patients to advise them of the MCOs with which you are contracting so that they may continue to be seen by your practices.

Please be aware that credentialing may take up to 90 days. If you wish to contract with one or all of the MCOs, please contact:

Anthem HealthKeepers Plus offered by HealthKeepers Inc.   1-804-354-4126

Optima Family Care   1-804-510-7434

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Southern Health CareNet
1-800 424-0077, Option 5 then Option 2

Virginia Premier Health
Plan   1-800 727-7536,
Option 6

Providers will be able to identify members enrolled in an MCO by their member ID card. Members may call   the MCO to request replacement cards if needed. If a Medicaid member seeks services, you should always ask for their MCO member ID card and plastic Medicaid card. It is the provider's responsibility to verify coverage before each visit.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the ACS Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO's Provider Portal,   effective October 31, 2011 at http://dmas.kepro.org/.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.